

Notifying the Public of Rights Under Title VI **Lane County Transportation**

- Lane County Transportation (LCT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LCT.

- For more information on the LCT'S Civil Rights Program, and the procedures to file a complaint, contact 620-397-5356; email lanecomm@st-tel.net ; or visit the Lane County Clerk's Office at 144 South Lane, Dighton, KS 67839.
- If information is needed in another language, contact 620-397-5356.
- Si necesita información en otro idioma, Contacta con 620-397-5356.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

This notice is posted on the first floor lobby bulletin board at Lane County Court House, in the Lane County Clerk's Office, 2nd Floor Lane County Court House, Lane County Senior Building 144 N 1st, and Diamond View Estates, 775 East Diamond View Drive, Dighton, KS

Lane County Transportation

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Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of

Lane County Transportation

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Lane County Transportation has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.IB, dated October 1, 2012. If you believe that the Lane County Transportation's federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Lane County Transportation, may file a written complaint with the Lane County Clerk. A sample complaint form is available in hard copy at the office of the Lane County Clerk. Upon request, Lane County Transportation will mail the complaint form. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, contact Stephanie Benzel, (620) 397-5356.

Complaints should be mailed to or submitted by hand to:

*Lane County Transportation
PO Box 788
Dighton, KS 67839
ATTN: Stephanie Benzel, County Clerk/Transportation Director*

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2. Referral to Review Officer

Upon receipt of the complaint, the Director of Lane County Transportation, shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Director *shall* notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to Lane County Transportation processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Director for concurrence. If the Director concurs, he or she shall issue the Lane County Transportation written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, Lane County Transportation shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Director's response, he or she may request reconsideration by submitting the request, in writing, to the Director within 10 calendar days after receipt of the Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Director. The Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph two (2) above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Director's response by submitting a written appeal to The Lane County Transportation Board of Directors no later than 10 calendar days after receipt of the Director's written decision rejecting reconsideration. The Lane County Transportation Bus Board of Directors (Lane County Commissioners) will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

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5. Submission of Complaint to the State of Kansas Department of Transportation.

If the Complainant is dissatisfied with the Lane County Transportation resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603

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Title VI Complaint Form

The purpose of this form is to assist you in filing a complaint with Lane County Transportation. You are not required to use this form; a letter containing the same information will be sufficient.

Section I:

Name:

Address:

Telephone (Home):

Telephone (Work):

Electronic Mail Address:

Accessible Format
Requirements?

Large Print
TDD

Audio Tape
Other

Section II:

Are you filing this complaint on your own behalf?

Yes*

No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

Race

Color

National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.

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Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes

No

If yes, check all that apply:

Federal Agency:

Federal Court __

State Court ____

State Agency.

Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

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Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature _____
Date. _____

Please submit this form in person at the address below, or mail this form to:

Lane County Transportation
PO Box 788
Dighton, KS 67839

ATT: Lane County Clerk/Transportation Director

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List of Title VI Investigations, Lawsuits and Complaints

	Date Submitted/Filed (Month, Day, Year)	Summary of allegation (include-basis of • complaint: race, color or national origin)	Status	Resolution/Action Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

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Lane County Transportation Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

Lane County Transportation has been providing transportation to the General Public for twelve years. We provide Medical, Nutritional and Personal rides within Lane County and surrounding counties.

2. Brief description of activities that would warrant public participation (i.e. fare changes, changes to service hours, route adjustments, service area changes).

Lane County Transportation would notify the public for any fare changes, service hour changes, and policy or procedure changes.

3. Brief description of the proactive public participation strategies would be used.

All public notifications would be planned as follows:

- *Public hearings/meetings/workshops to be held at convenient times and accessible locations*
- *Various advertising platforms would be utilized (Dighton Herald, City of Dighton Marquee, and S&T Cable)*
- *A database of contacts to include interested members of the public, elected officials, local government staff, KDOT Public transit staff, local media)*
- *When possible, an email would be sent to various list serves, including Lane County Senior Center and Diamond View Estates*
- *Direct mailings to the donor mailing list*

4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals (i.e. translation of public meeting materials, providing translation services if requested, targeted media messages in low income neighborhoods of service area, Work with existing neighborhood and advocacy organizations).

Lane County is a small County with very few minorities with Limited English Proficiency. Upon request we will have a translator available if needed. There are no low income neighborhoods within Lane County and no existing neighborhood and advocacy organizations. Should the need arise we will develop the needed materials for the minority individuals.

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5. Brief description of the desired outcomes of the agency's public participation efforts.

- *The agency desires to have actively engaged stakeholders and members of the general public in the decision making process.*
- *The agency strives to have given adequate public notice of public participation activities and allowed proper time for public review and comment at key decision points.*
- *The agency desires to provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public*
- *The agency will provide responses to all public input as appropriate.*
- *The agency will have facilitated effective communication among a diverse group of stakeholders.*
- *The agency will have established a timetable for review of the Public Participation Process to ensure it provides full and open access to all.*

6. Brief summary of recent outreach efforts over the past three years.

We offer monthly satisfaction surveys to our past and present ridership and act upon the concerns shown in the survey responses.

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Limited English Proficiency Plan

Using the above information collected develop a plan to provide necessary assistance to LEP persons.

Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals.

Language Assistance Measures

If necessary we would utilize an interpreter to help us with communication and scheduling of rides for those who have a language barrier. We would use online translation tools, Braille services, sign language interpreters as well as contacting the Language departments at the University of Kansas to assist with any language barriers we would encounter.

Training Staff

The dispatcher will communicate with the interpreter to schedule the rides. The drivers will communicate as best as possible with the riders during the route.

Providing Notice

The LEP Plan will be posted at the Lane County Courthouse. LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP Plan is Stephanie Benzel and can be reached via phone at (620) 397-5356.

Monitoring and Updating the LEP Plan

Lane County Transportation will update the plan according to the Title VI update schedule, which is every three years. The plan will also be updated any time changes in the demographics of the agencies service area are deemed significant in regards to LEP persons.

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Language Assistance Plan Limited English Proficiency Plan (LEP) Preview

The purpose of developing an LEP, as a recipient of federal funds, is to identify the extent of LEP individuals and identify ways that the transit agency can reduce or eliminate barriers to LEP individuals.

Four Factor Analysis

- 1) Identify the number of or proportion of LEP individuals that can utilize the service provided by Lane County Transportation. Using the 2007-2011 American Community Survey data, we find that there are no language groups that fit the criteria of more than 5% of total population and more than 50 persons who "speak English less than very well.
- 2) Identify the frequency in which LEP individuals come in contact with the service. There are no language groups that currently qualify as a LEP groups.
- 3) Identify the importance of the service to the LEP community. We provide Transportation for medical, nutritional and personal reasons to the General Public.
- 4) Identify the resources available and the respective costs of these resources. To date Lane County has no need for an interpreter. There is an individual who lives in Lane County whom would interpret for us if needed at no cost.

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Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	95.5%	4.8%	0.6%	0.3%	1.4%	2.2%
Agency Board of Directors	100%	0	0	0	0	0
Agency Staff	100%	0	0	0	0	0